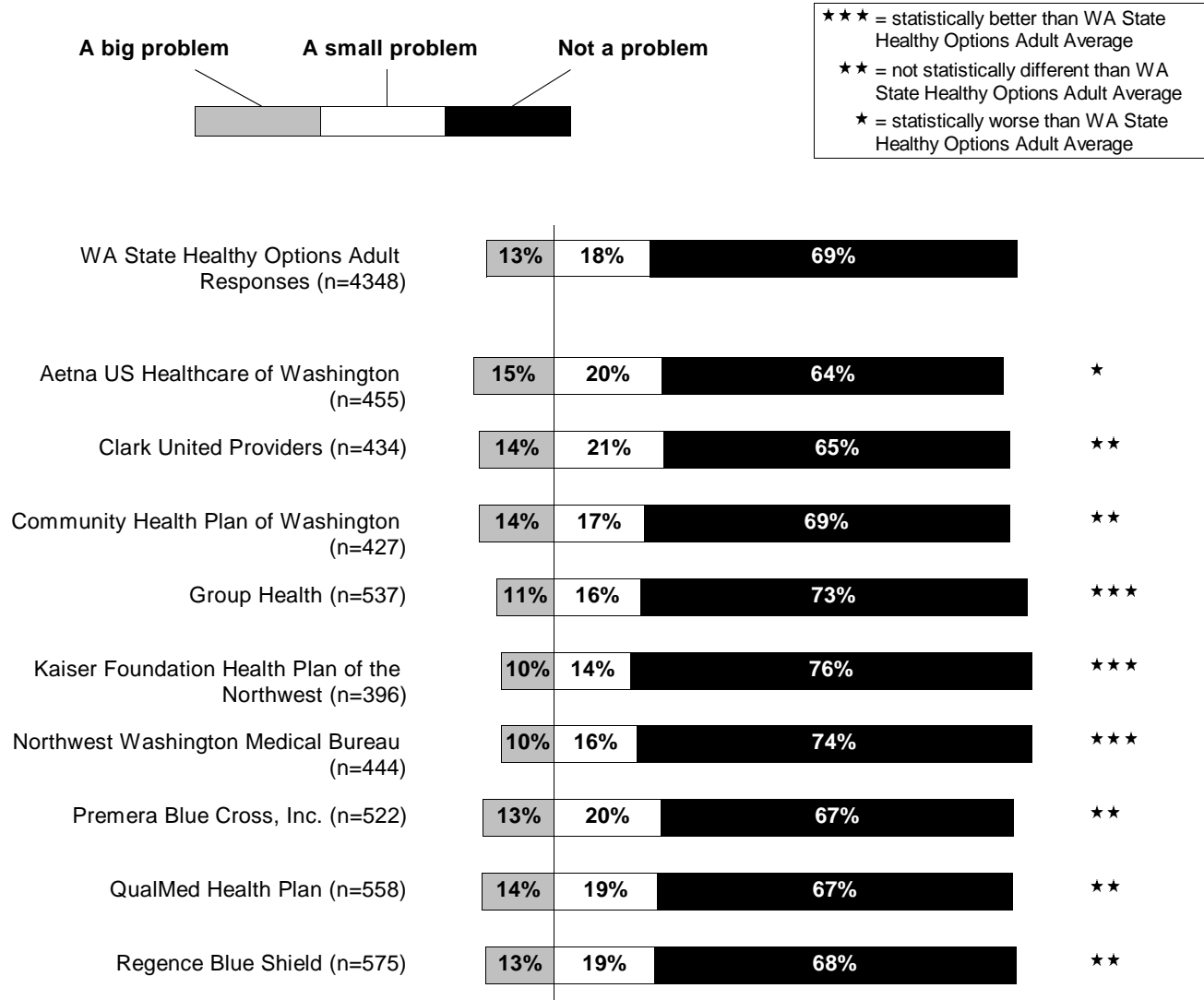


Getting Needed Care

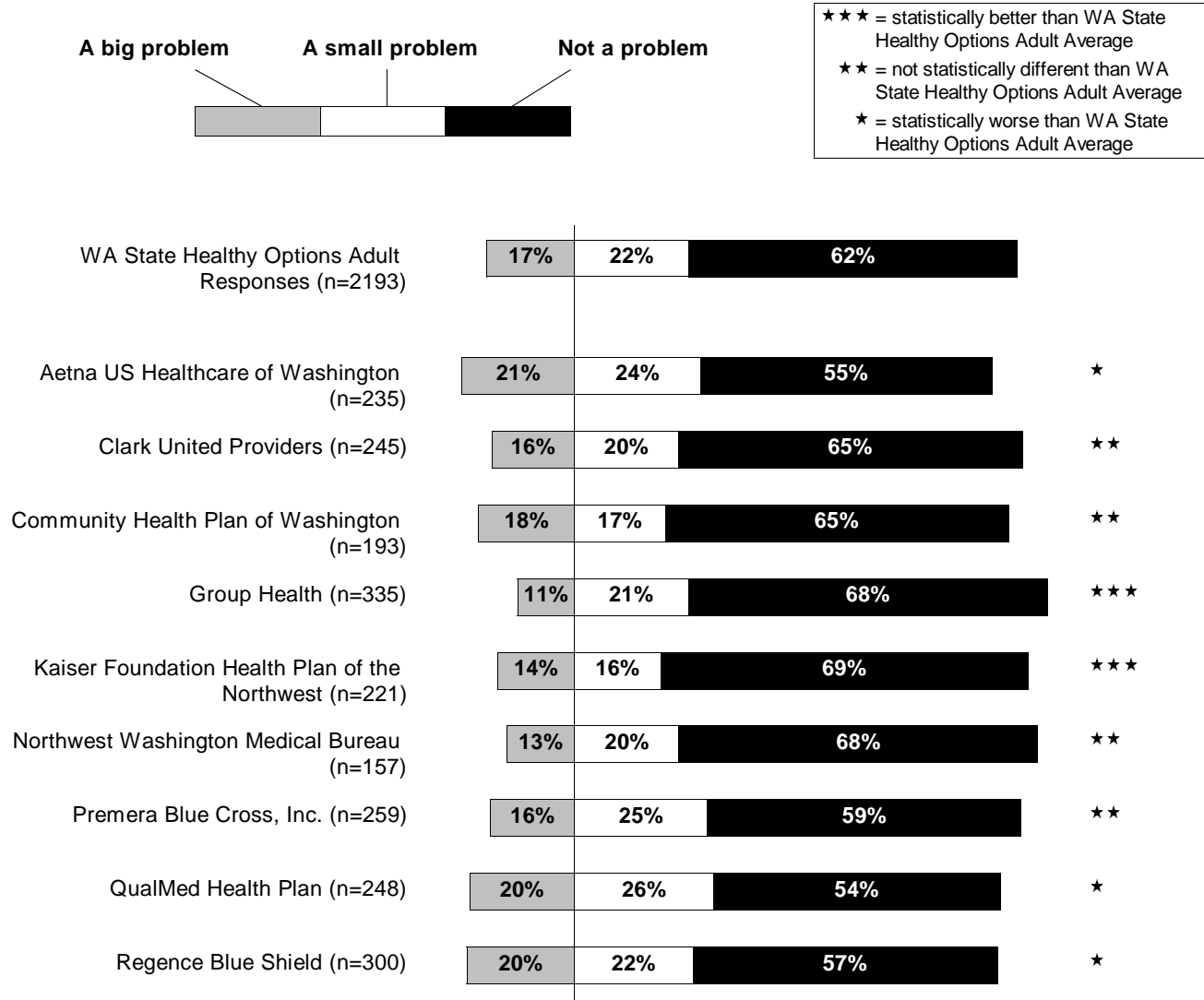
This chart summarizes the responses to survey questions 7, 12, 26, and 27 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Getting Needed Care

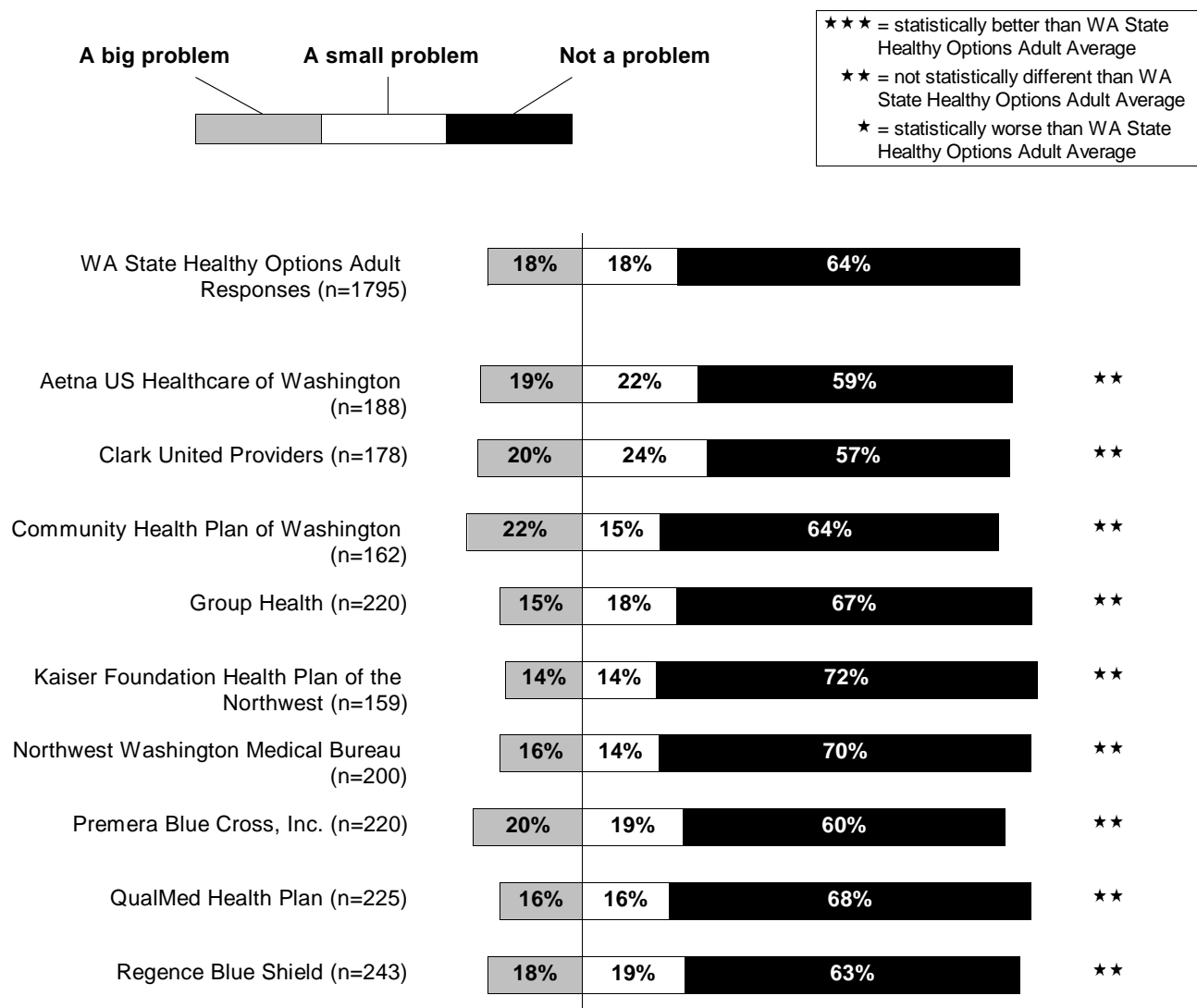
Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?"



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Getting Needed Care

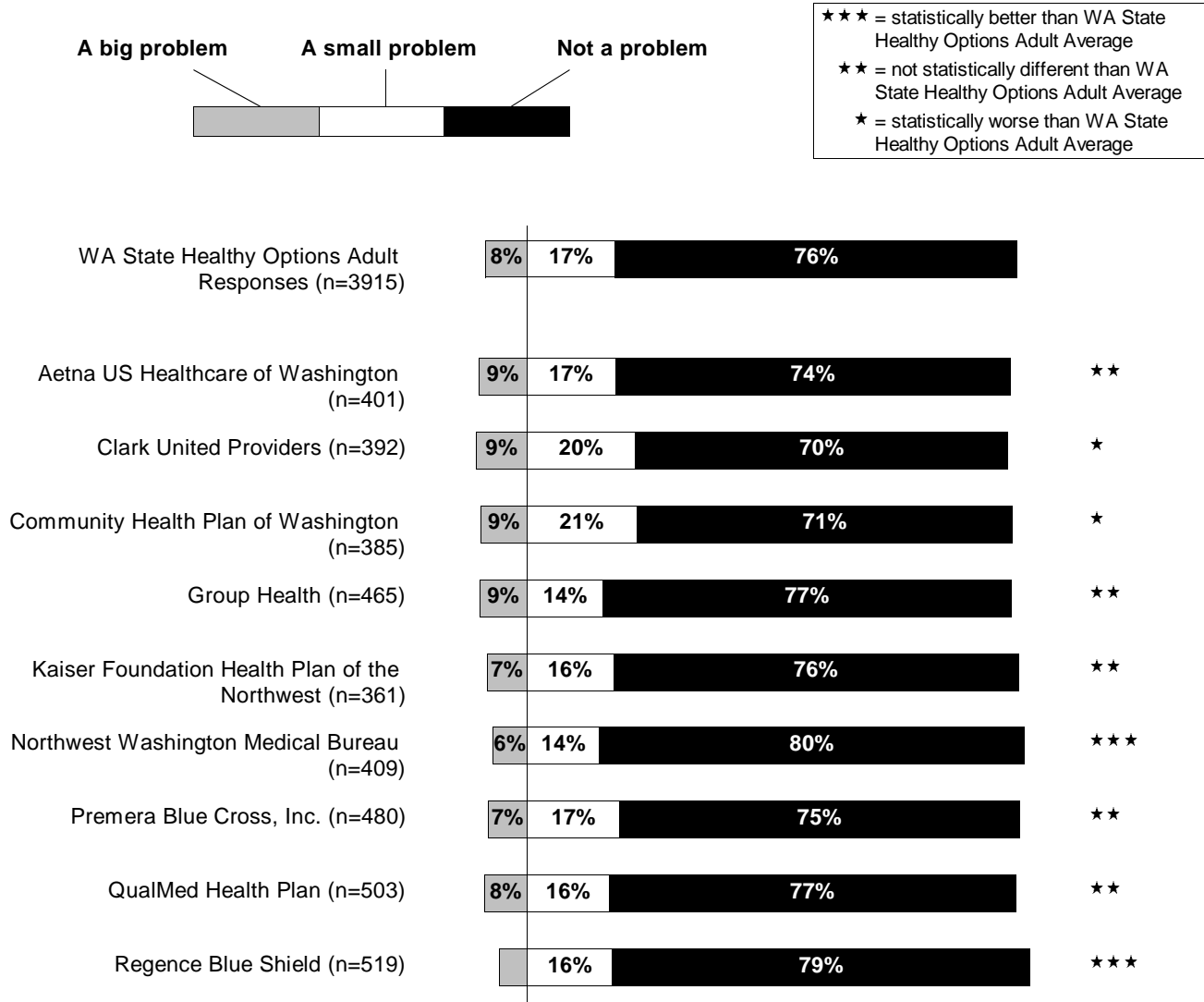
Q12. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?"



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Getting Needed Care

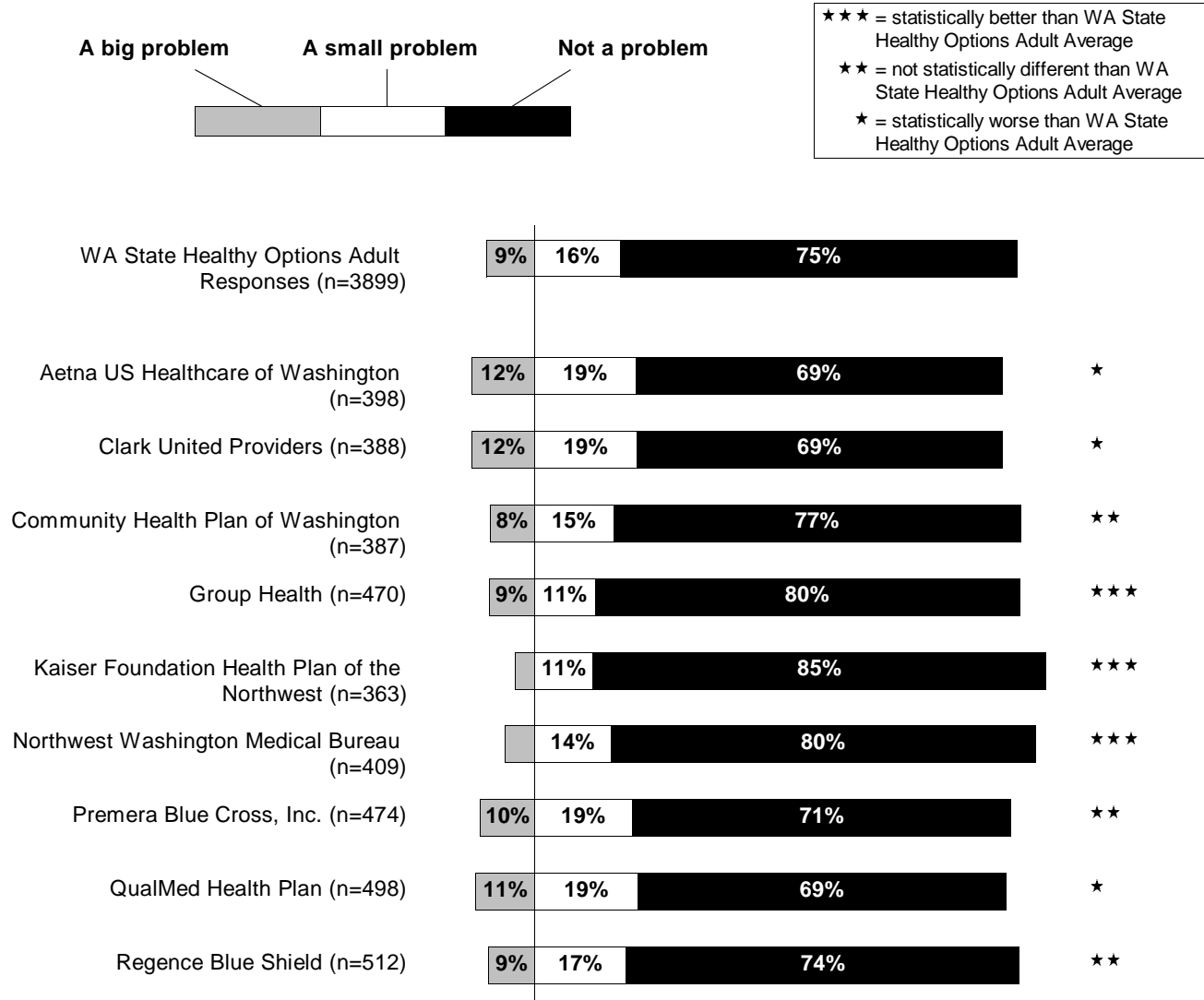
Q26. "In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"



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Getting Needed Care

Q27. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"



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